SIS Passenger Rejection Analysis
(Jan – Mar 2016)

Created By: SIS Operations Team

Date: 3rd May 2016

Distributed to: IBSOPS WG, SIS Steering Group
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1. Method of measuring progress on the volume of rejections raised:

To obtain an estimate on the percentage of Prime billings rejected during a given period of time, the ratio of the sum of 1st stage rejections to the sum of prime billings submitted has been considered.

- The sum of Stage 1 rejections for 12 months over the sum of prime billings submitted during the previous 12 months:

\[
\frac{\text{Sum of Stage 1 RM of past 12 months}}{\text{Sum of Prime Billings of past 12 months}} \times 100\% 
\]

- Example:

\[
\frac{\text{Sum of Stage 1 RM of Mar 2015–Feb 2016}}{\text{Sum of Prime Billings of Mar 2015–Feb 2016}} \times 100\% = \frac{8,774,486}{137,598,309} \times 100\% = 6.38\%
\]

- Graph based on data from billing months January 2015 to March 2016.
- Dec 2015 is taken as the base. It takes into account the volumes processed for the entirety of 2015.
- As tracking of RM data started in 2015 and the formula considers the past 12 months, we are unable to provide a ratio for months before Dec 2015.

Note: All values in this document exclude SMI-A.
2. Global Rejection Analysis

Q1 2016 - Rejection Memos Count and Value by Month

<table>
<thead>
<tr>
<th></th>
<th>Jan 2016</th>
<th>Feb 2016</th>
<th>Mar 2016</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>RM Count</td>
<td>943,793</td>
<td>1,000,224</td>
<td>972,395</td>
<td>2,916,412</td>
</tr>
<tr>
<td>USD Amount (Mill)</td>
<td>$131.03</td>
<td>$129.10</td>
<td>$129.20</td>
<td>$389.32</td>
</tr>
</tbody>
</table>

- Graph based on RM count for billing months January 2016 to March 2016.

- In comparison to Q1 2015 (Jan - Mar 2015), the total Rejection Memo count has decreased by 6%, while the total amount has decreased by 8%.
Average Rejection Memo Count and Value Comparison - Split by Stage

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Stage 1</td>
<td>656,731</td>
<td>746,171</td>
<td>$ 79.90</td>
<td>$ 102.15</td>
</tr>
<tr>
<td>Stage 2</td>
<td>227,268</td>
<td>208,753</td>
<td>$ 31.07</td>
<td>$ 28.04</td>
</tr>
<tr>
<td>Stage 3</td>
<td>88,138</td>
<td>75,316</td>
<td>$ 18.81</td>
<td>$ 14.11</td>
</tr>
<tr>
<td>Total</td>
<td>972,137</td>
<td>1,030,241</td>
<td>$ 129.77</td>
<td>$ 144.30</td>
</tr>
</tbody>
</table>

- In comparison to 2015, the average first stage rejection memos count per month has decreased during 2016 by 12%. However, the average second and third stage rejection memos have both increased by 9% and 17%, respectively.

Total Rejection Memo Count - Split by Quarter

![Chart showing the total rejection memo count by quarter for stages 1, 2, and 3 from Q1(15) to Q1(16).]
3. Non-Sampling Analysis: Rejections as per Settlement Method

**SMI - I/M: Average RM Count By Stage (Excluding FIMS)**

<table>
<thead>
<tr>
<th>Avg. RM count</th>
<th>Avg. 1st Stage</th>
<th>Avg. 2nd Stage</th>
<th>Avg. 3rd Stage</th>
<th>Avg. RM Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan - Mar 2016</td>
<td>581,206</td>
<td>218,385</td>
<td>84,140</td>
<td>883,731</td>
</tr>
<tr>
<td>Jan - Dec 2015</td>
<td>629,849</td>
<td>199,785</td>
<td>70,546</td>
<td>900,180</td>
</tr>
</tbody>
</table>

- A comparison between the average RM count of Jan - Mar 2016 and Jan - Dec 2015 split by stage, along with the percentages of each stage from the total.

**SMI - B: Average RM Count By Stage (Excluding FIMS)**

<table>
<thead>
<tr>
<th>Avg. RM count</th>
<th>Avg. 1st Stage</th>
<th>Avg. 2nd Stage</th>
<th>Avg. 3rd Stage</th>
<th>Avg. RM Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan - Mar 2016</td>
<td>66,153</td>
<td>5,322</td>
<td>1,921</td>
<td>73,395</td>
</tr>
<tr>
<td>Jan - Dec 2015</td>
<td>104,749</td>
<td>4,918</td>
<td>2,543</td>
<td>112,210</td>
</tr>
</tbody>
</table>

- A comparison between the average RM count of Jan - Mar 2016 and Jan - Dec 2015 split by stage, along with the percentages of each stage from the total.

**SMI - I/M: Reason code breakup as per average monthly RM count**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1B</td>
<td>Fare Reclaim</td>
<td>233,768 40.22%</td>
<td>270,639 42.97%</td>
<td>-13.62%</td>
</tr>
<tr>
<td>1G</td>
<td>Tax Reclaim</td>
<td>210,432 36.21%</td>
<td>215,954 34.29%</td>
<td>-2.56%</td>
</tr>
<tr>
<td>1A*</td>
<td>Fare/Tax/ISC</td>
<td>71,545 12.31%</td>
<td>77,450 12.30%</td>
<td>-7.62%</td>
</tr>
<tr>
<td>1C</td>
<td>ISC Reclaim</td>
<td>21,611 3.72%</td>
<td>22,042 3.50%</td>
<td>-1.96%</td>
</tr>
<tr>
<td>5Z</td>
<td>Others</td>
<td>14,098 2.43%</td>
<td>19,487 3.09%</td>
<td>-27.65%</td>
</tr>
<tr>
<td>1E</td>
<td>UATP Reclaim</td>
<td>9,797 1.69%</td>
<td>7,846 1.25%</td>
<td>24.87%</td>
</tr>
<tr>
<td>1B</td>
<td>Duplicate Billing</td>
<td>7,696 1.32%</td>
<td>6,869 1.09%</td>
<td>12.04%</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>581,206 629,849</td>
<td>-7.72%</td>
<td></td>
</tr>
</tbody>
</table>

- Top 7 reason codes sorted as per 2016 counts
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1B</td>
<td>Fare Reclaim</td>
<td>110,931 (50.80%)</td>
<td>98,374 (49.24%)</td>
<td>12.76%</td>
</tr>
<tr>
<td>1G</td>
<td>Tax Reclaim</td>
<td>58,355 (26.72%)</td>
<td>55,112 (27.59%)</td>
<td>5.88%</td>
</tr>
<tr>
<td>1A*</td>
<td>Fare/Tax/ISC</td>
<td>19,121 (8.76%)</td>
<td>18,170 (9.09%)</td>
<td>5.23%</td>
</tr>
<tr>
<td>5Z</td>
<td>Others</td>
<td>15,314 (7.01%)</td>
<td>17,145 (8.58%)</td>
<td>-10.68%</td>
</tr>
<tr>
<td>1C</td>
<td>ISC Reclaim</td>
<td>10,460 (4.79%)</td>
<td>8,574 (4.29%)</td>
<td>22.00%</td>
</tr>
<tr>
<td>5B</td>
<td>FIM Rejection / Rebill</td>
<td>1,172 (0.54%)</td>
<td>134 (0.07%)</td>
<td>774.63%</td>
</tr>
<tr>
<td>1H</td>
<td>Handling Fee Reclaim</td>
<td>778 (0.36%)</td>
<td>166 (0.08%)</td>
<td>368.67%</td>
</tr>
<tr>
<td>Other codes</td>
<td></td>
<td>2,254 (1.03%)</td>
<td>2,109 (1.06%)</td>
<td>6.88%</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>218,385 (9.31%)</td>
<td>199,785</td>
<td>9.31%</td>
</tr>
</tbody>
</table>

- Top 7 reason codes sorted as per 2016 counts

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1B</td>
<td>Fare Reclaim</td>
<td>47,367 (56.30%)</td>
<td>35,637 (50.52%)</td>
<td>32.92%</td>
</tr>
<tr>
<td>1G</td>
<td>Tax Reclaim</td>
<td>16,826 (20.00%)</td>
<td>15,273 (21.65%)</td>
<td>16.17%</td>
</tr>
<tr>
<td>1A*</td>
<td>Fare/Tax/ISC</td>
<td>8,275 (9.83%)</td>
<td>6,087 (8.63%)</td>
<td>35.95%</td>
</tr>
<tr>
<td>5Z</td>
<td>Others</td>
<td>7,087 (8.42%)</td>
<td>10,599 (15.02%)</td>
<td>-33.14%</td>
</tr>
<tr>
<td>1C</td>
<td>ISC Reclaim</td>
<td>2,458 (2.92%)</td>
<td>2,100 (2.98%)</td>
<td>17.05%</td>
</tr>
<tr>
<td>1H</td>
<td>Handling Fee Reclaim</td>
<td>660 (0.78%)</td>
<td>7 (0.01%)</td>
<td>9,328.57%</td>
</tr>
<tr>
<td>2A</td>
<td>Unmatched Sale</td>
<td>486 (0.58%)</td>
<td>183 (0.26%)</td>
<td>165.57%</td>
</tr>
<tr>
<td>Other codes</td>
<td></td>
<td>980 (1.16%)</td>
<td>661 (0.94%)</td>
<td>48.26%</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>84,140 (19.27%)</td>
<td>70,546</td>
<td>19.27%</td>
</tr>
</tbody>
</table>

- Top 7 reason codes sorted as per 2016 counts

SMI - B: Reason code breakup as per average monthly RM count

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1G</td>
<td>Tax Reclaim</td>
<td>39,443 (59.62%)</td>
<td>70,590 (67.39%)</td>
<td>-44.12%</td>
</tr>
<tr>
<td>1A*</td>
<td>Fare/Tax/ISC</td>
<td>13,436 (20.31%)</td>
<td>16,017 (15.29%)</td>
<td>-16.11%</td>
</tr>
<tr>
<td>1B</td>
<td>Fare Reclaim</td>
<td>10,421 (15.75%)</td>
<td>12,612 (12.04%)</td>
<td>-17.37%</td>
</tr>
<tr>
<td>2A</td>
<td>Unmatched Sale</td>
<td>795 (1.20%)</td>
<td>93 (0.09%)</td>
<td>754.84%</td>
</tr>
<tr>
<td>5Z</td>
<td>Others</td>
<td>590 (0.89%)</td>
<td>1,075 (1.03%)</td>
<td>-45.12%</td>
</tr>
<tr>
<td>2C</td>
<td>Endorsement Required</td>
<td>489 (0.74%)</td>
<td>176 (0.17%)</td>
<td>177.84%</td>
</tr>
<tr>
<td>1C</td>
<td>ISC Reclaim</td>
<td>394 (0.60%)</td>
<td>949 (0.91%)</td>
<td>-58.48%</td>
</tr>
<tr>
<td>Other codes</td>
<td></td>
<td>584 (0.88%)</td>
<td>3,237 (3.09%)</td>
<td>-81.96%</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>66,153 (36.85%)</td>
<td>104,749</td>
<td></td>
</tr>
</tbody>
</table>

- Top 7 reason codes sorted as per 2016 counts
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1B</td>
<td>Fare Reclaim</td>
<td>2,258</td>
<td>1,936</td>
<td>16.63%</td>
</tr>
<tr>
<td>1G</td>
<td>Tax Reclaim</td>
<td>1,833</td>
<td>1,898</td>
<td>-3.42%</td>
</tr>
<tr>
<td>5Z</td>
<td>Others</td>
<td>461</td>
<td>513</td>
<td>-10.14%</td>
</tr>
<tr>
<td>1C</td>
<td>ISC Reclaim</td>
<td>341</td>
<td>206</td>
<td>65.53%</td>
</tr>
<tr>
<td>1A*</td>
<td>Fare/Tax/ISC</td>
<td>290</td>
<td>235</td>
<td>23.40%</td>
</tr>
<tr>
<td>2A</td>
<td>Unmatched Sale</td>
<td>94</td>
<td>5</td>
<td>1,780.00%</td>
</tr>
<tr>
<td>5B</td>
<td>FIM Rejection / Rebills</td>
<td>29</td>
<td>13</td>
<td>123.08%</td>
</tr>
<tr>
<td>Other codes</td>
<td></td>
<td>16</td>
<td>111</td>
<td>-85.59%</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>5,322</td>
<td>4,918</td>
<td>8.21%</td>
</tr>
</tbody>
</table>

➢ Top 7 reason codes sorted as per 2016 counts

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1B</td>
<td>Fare Reclaim</td>
<td>1,243</td>
<td>1,312</td>
<td>-5.26%</td>
</tr>
<tr>
<td>1G</td>
<td>Tax Reclaim</td>
<td>255</td>
<td>632</td>
<td>-59.65%</td>
</tr>
<tr>
<td>5Z</td>
<td>Others</td>
<td>193</td>
<td>474</td>
<td>-59.28%</td>
</tr>
<tr>
<td>1A*</td>
<td>Fare/Tax/ISC</td>
<td>124</td>
<td>98</td>
<td>26.53%</td>
</tr>
<tr>
<td>2A</td>
<td>Unmatched Sale</td>
<td>91</td>
<td>5</td>
<td>1,720.00%</td>
</tr>
<tr>
<td>1C</td>
<td>ISC Reclaim</td>
<td>11</td>
<td>11</td>
<td>0.00%</td>
</tr>
<tr>
<td>2D</td>
<td>Billing Outside Time limit /Out of Period</td>
<td>3</td>
<td>9</td>
<td>-66.67%</td>
</tr>
<tr>
<td>Other codes</td>
<td></td>
<td>0</td>
<td>2</td>
<td>-100.00%</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>1,921</td>
<td>2,543</td>
<td>-24.46%</td>
</tr>
</tbody>
</table>

➢ Top 7 reason codes sorted as per 2016 counts

*Note: Reason code 1A is being misused as a default code. Due to this misuse, the counts of 1A were split into the correct reason codes. For example, a rejection memo which has only a difference of fare but with reason code 1A will be included in the 1B count.*
4. Non Sampling Analysis: FIMs

The graph shows a decrease in FIM prime billings starting towards the end of 2015 due to the IATA Paper Out project to eliminate all paper documents.

### FIMs Prime Billing Count

<table>
<thead>
<tr>
<th>FIMs</th>
<th>Jan-16</th>
<th>Feb-16</th>
<th>Mar-16</th>
<th>Average</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>SMI I/M</td>
<td>12,152</td>
<td>11,217</td>
<td>11,239</td>
<td>11,536</td>
<td>34,608</td>
</tr>
<tr>
<td>SMI B</td>
<td>2,277</td>
<td>1,277</td>
<td>1,181</td>
<td>1,578</td>
<td>4,735</td>
</tr>
<tr>
<td>Total</td>
<td>14,429</td>
<td>12,494</td>
<td>12,420</td>
<td>13,114</td>
<td>39,343</td>
</tr>
</tbody>
</table>

### FIM Rejection Memos - Source code wise Average per month - Split as per SMI

#### SMI - I/M

<table>
<thead>
<tr>
<th>SMI - I/M</th>
<th>SRCD 44</th>
<th>SRCD 45</th>
<th>SRCD 46</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avg. RM count Jan - Mar 2016</td>
<td>9,201</td>
<td>2,305</td>
<td>1,480</td>
<td>12,986</td>
</tr>
<tr>
<td>Avg. RM count Jan - Dec 2015</td>
<td>11,225</td>
<td>2,332</td>
<td>1,388</td>
<td>14,946</td>
</tr>
</tbody>
</table>

#### SMI - B

<table>
<thead>
<tr>
<th>SMI - B</th>
<th>SRCD 44</th>
<th>SRCD 45</th>
<th>SRCD 46</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avg. RM count Jan - Mar 2016</td>
<td>171</td>
<td>28</td>
<td>29</td>
<td>228</td>
</tr>
<tr>
<td>Avg. RM count Jan - Dec 2015</td>
<td>347</td>
<td>74</td>
<td>54</td>
<td>475</td>
</tr>
</tbody>
</table>
5. Sampling Billing Analysis

Average Monthly Count 2016 vs 2015

<table>
<thead>
<tr>
<th></th>
<th>Form A/B</th>
<th>Form D/E</th>
<th>Form F</th>
<th>Form XF</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan - Mar 2016</td>
<td>856,767</td>
<td>12,779</td>
<td>1,227</td>
<td>568</td>
</tr>
<tr>
<td>Jan - Dec 2015</td>
<td>1,066,524</td>
<td>13,886</td>
<td>1,645</td>
<td>786</td>
</tr>
</tbody>
</table>

Average Monthly Amount 2016 vs 2015

<table>
<thead>
<tr>
<th></th>
<th>Form A/B</th>
<th>Form D/E</th>
<th>Form F</th>
<th>Form XF</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Monthly Avg. USD (Mill.)</td>
<td>Monthly Avg. USD (Mill.)</td>
<td>Monthly Avg. USD (Mill.)</td>
<td>Monthly Avg. USD (Mill.)</td>
</tr>
<tr>
<td>Jan - Mar 2016</td>
<td>$169.15</td>
<td>$3.26</td>
<td>$0.05</td>
<td>$0.04</td>
</tr>
<tr>
<td>Jan - Dec 2015</td>
<td>$230.30</td>
<td>$3.53</td>
<td>$0.09</td>
<td>$0.05</td>
</tr>
</tbody>
</table>
## 6. Glossary

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACH</td>
<td>Airlines Clearing House. It is the A4A’s Clearing House for Interline Billings</td>
</tr>
<tr>
<td>BM</td>
<td>Billing Memo</td>
</tr>
<tr>
<td>IBSOPS WG</td>
<td>Interline Billing and Settlement Operation working group</td>
</tr>
<tr>
<td>ICH</td>
<td>IATA Clearing House</td>
</tr>
<tr>
<td>ISC</td>
<td>Interline Service Charge</td>
</tr>
<tr>
<td>RAM</td>
<td>IATA Revenue Accounting Manual</td>
</tr>
<tr>
<td>RM</td>
<td>Rejection Memo</td>
</tr>
<tr>
<td>SMI</td>
<td>Settlement Method Indicator - In SIS it indicates the clearing house to be used for settlement as well as the Revenue Accounting rules to be followed</td>
</tr>
<tr>
<td>SIS</td>
<td>Simplified Invoicing and Settlement</td>
</tr>
<tr>
<td>SIS SG</td>
<td>The SIS Steering Group that overlooks the governance of SIS</td>
</tr>
<tr>
<td>SRCD</td>
<td>Source Code</td>
</tr>
<tr>
<td>UATP</td>
<td>Universal Air Travel plan</td>
</tr>
</tbody>
</table>

SMI - I – settlement through the ICH using the RAM rules
SMI - M – Inter clearance settlement of a billing from an ACH member to an ICH member using RAM rules. It could also be a billing from an ACH member to another ACH member using RAM rules
SMI - A – Settlement through the ACH using ACH rules
SMI - B – Bilateral settlement using RAM rules
### 7. Annex 1. Passenger Source Codes Table

<table>
<thead>
<tr>
<th>Source Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Lifted Passenger Coupons</td>
</tr>
<tr>
<td>2</td>
<td>Exchange Passenger Coupons</td>
</tr>
<tr>
<td>3</td>
<td>Refunded Passenger Coupons</td>
</tr>
<tr>
<td>4</td>
<td>Rejected documents – 1st Rejection</td>
</tr>
<tr>
<td>5</td>
<td>Rejected documents – 2nd Rejection</td>
</tr>
<tr>
<td>6</td>
<td>Rejected documents - 3rd Rejection</td>
</tr>
<tr>
<td>8</td>
<td>Lost Ticket Billings</td>
</tr>
<tr>
<td>9</td>
<td>Billing Memos</td>
</tr>
<tr>
<td>14</td>
<td>Flight Interruption Manifests</td>
</tr>
<tr>
<td>21</td>
<td>Mutilated / Illegible Documents</td>
</tr>
<tr>
<td>23</td>
<td>EMD Billings</td>
</tr>
<tr>
<td>24</td>
<td>Credit Memos</td>
</tr>
<tr>
<td>25</td>
<td>Excess Baggage Coupon Billings</td>
</tr>
<tr>
<td>26</td>
<td>Multi-Purpose Document Billings</td>
</tr>
<tr>
<td>27</td>
<td>Rebilling of UAF coupons in Non Sampling</td>
</tr>
<tr>
<td>44</td>
<td>Rejected Flight Interruption Manifests – 1st Rejection</td>
</tr>
<tr>
<td>45</td>
<td>Rejected Flight Interruption Manifests – 2nd Rejection</td>
</tr>
<tr>
<td>46</td>
<td>Rejected Flight Interruption Manifests – 3rd Rejection</td>
</tr>
<tr>
<td>51</td>
<td>Sample Form C coupons</td>
</tr>
<tr>
<td>54</td>
<td>Sample Evaluation (Form D)</td>
</tr>
<tr>
<td>55</td>
<td>Sample Audit / Rebills (Form F)</td>
</tr>
<tr>
<td>56</td>
<td>Sample Rebills (Form XF)</td>
</tr>
<tr>
<td>60-69</td>
<td>Prime Billing Source codes (Optional source codes for Bilateral use)</td>
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<tr>
<td>70-79</td>
<td>Billing Memo Source codes (Optional source codes for Bilateral use)</td>
</tr>
<tr>
<td>80-89</td>
<td>Rejection Memo Source codes (Optional source codes for Bilateral use)</td>
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<tr>
<td>90</td>
<td>Frequent Flyer Prime Coupon Billing</td>
</tr>
<tr>
<td>91</td>
<td>Rejected Frequent Flyer Coupons – 1st Rejection</td>
</tr>
<tr>
<td>92</td>
<td>Rejected Frequent Flyer Coupons – 2nd Rejection</td>
</tr>
<tr>
<td>Page</td>
<td>Description</td>
</tr>
<tr>
<td>------</td>
<td>----------------------------------</td>
</tr>
<tr>
<td>93</td>
<td>Rejected Frequent Flyer Coupons – 3rd Rejection</td>
</tr>
<tr>
<td>94</td>
<td>Billing Memo – Frequent Flyer Coupons</td>
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</tbody>
</table>